

Administrative Vendor - Performance Report November 2006

Single Point of Entry Performance Standard	Contracted Level	Level Met	Data Descriptions
Applications sent to County Welfare Department or Healthy Families Program (HFP) within four (4) business days of receipt at SPE.	98%	99.2%	23,246 applications processed in 4 days out of 23,432 applications
Single Point of Entry Toll-free line (1-800-880-5305) Line busy rate.	5%	0%	0 blocked out of 119,606 calls attempted*
Single Point of Entry Toll-free line (1-800-880-5305) Line abandoned rate.	5%	4.9%	7,575 abandoned out of 119,606 incoming calls*
Single Point of Entry Toll-free line (1-800-880-5305) Voice mail calls returned within two (2) business days.	100%	100%	1,935 returned in 2 days out of 1,935 voice mails

*Toll-free line performance standards are calculated using hourly rate averaged on a monthly basis, per contract requirement.

Healthy Families Program Performance Standard	Contracted Level	Level Met	Data Descriptions
Completeness determination of applications within three (3) business days after receipt from SPE.	99%	99.9%	20,996 out of 21,000 applications
Program Reviews and appeals processed within fifteen (15) business days of receipt of applicant's request.	99%	100%-Appeals 99.9%-Prog Rev	190 out of 190 appeals 11,573 out of 11,576 program reviews
Data transmissions to participating plans ten (10) calendar days prior to subscriber's effective date of coverage.	99%	99.8%	67,949 out of 68,065 data transmissions
HFP Members-Only Toll-free line (1-866-848-9166) Line busy rate.	3%	0%	0 blocked out of 146,859 calls attempted*
HFP Members-Only Toll-free line (1-866-848-9166) Line abandon rate.	3%	.8%	1,359 abandoned calls out of 146,859 incoming calls*
HFP Members-Only Toll-free line (1-866-848-9166) Seconds to live voice.	85% in 25 seconds	86.7%	86,655 calls answered in 25 seconds out of 103,249 calls answered*
HFP Members-Only Toll-free line (1-866-848-9166) Voice mail calls returned within two (2) business days.	100%	100%	250 returned in 2 days out of 250 total voice mails

*Toll-free line performance standards are calculated using hourly rate averaged on a monthly basis, per contract requirement.

Administrative Vendor - Quality and Accuracy Performance Report October 2006

Single Point of Entry Quality and Accuracy Standard	Goal	Level Met	Data Descriptions (of random sample)
Accuracy of SPE application screening to correct program (HFP, Medi-Cal or both).	98%	98.3%	403 applications screened correctly out of 410 applications

Healthy Families Program Quality and Accuracy Standard	Goal	Level Met	Data Descriptions (of random sample)
Accuracy of eligibility determinations for Healthy Families Program (HFP) applications and Program Reviews received.	98%	98.8%	395 applications with correct eligibility determinations out of 400 HFP applications
Accuracy of eligibility determinations for HFP Annual Eligibility Review (AER) applications received.	98%	99.8%	403 applications with correct eligibility determinations out of 404 HFP AER applications
Accuracy of adjudications of HFP appeals received.	98%	98.6%	140 appeals with correct appeal determinations out of 142 HFP appeals
Accuracy in generating electronic enrollment transactions (834s) for individual HFP subscribers for eligibility triggering events.	98%	100%	1,210 correct and successful 834 transactions generated out of 1,210 triggering events
Accuracy in generating and posting HFP plan daily electronic enrollment files (834s) containing individual HFP subscriber transactions for each HFP plan for the previous days triggering events.	98%	100%	1,200 correct generated and successfully posted plan files out of 1,200 HFP plan files
Accuracy of monthly capitation payment determinations for HFP subscribers and accuracy of the monthly generated electronic capitation files (820s) for each HFP plan.	98%	100%	1,200 correct determinations and successfully generated plan files out of 1,200 HFP plan files

All Quality and Accuracy Standards are based on a monthly random sample and the performance level is based on the numeric values indicated in the data description. Reporting will be two months in arrears due to necessary processing and evaluation period for monthly random samples. While we are monitoring and reporting contractor performance, Quality and Accuracy standards are not yet contractually in effect until the November 2006 reporting period (which will be reported in January 2007). Contractor performance is being reported for information purposes only until the standards become effective.